

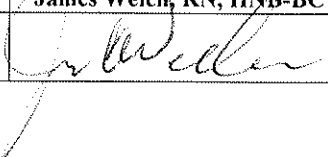
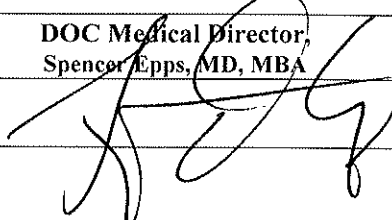
POLICY OF STATE OF DELAWARE DEPARTMENT OF CORRECTION	POLICY NUMBER A-11.01	PAGE NUMBER 1 of 2
	RELATED ACA STANDARDS: P-A-11; J-A-11 (Important)/I-HC-3A-01	
CHAPTER: 11 BUREAU OF CORRECTIONAL HEALTHCARE SERVICES	SUBJECT: Informal Grievance Mechanism	
EFFECTIVE DATE: 8/30/11		
APPROVED FOR PUBLIC RELEASE		

- I. AUTHORITY: Bureau of Correctional Healthcare Services
- II. PURPOSE: To insure complaints regarding health services for offenders are addressed with an approach designed to resolve concerns in a timely manner and in accordance with policy and procedures.
- III. APPLICABILITY: All Department of Correction (DOC) employees and vendor staff, offenders, and any outside healthcare provider servicing DOC offenders.
- IV. DEFINITIONS: Informal grievance: A complaint concerning the substance or application of a policy or practice; a complaint concerning an offender's medical care
- V. POLICY:
1. It is the policy of the Delaware Department of Correction that there should be an informal mechanism for addressing offender's complaints with health care services. This complaint mechanism may be accessed by the offender, their family, or an interested community entity or organization.
 - i. Such a policy will provide one more layer of review over the care provided to Delaware's offender population.
 - ii. Offenders are encouraged to use the official grievance mechanism (covered by DOC policy 4.4) as their primary method to address health related concerns.
 - iii. Unlike the official grievance mechanism, there is no Step system of review, nor will documentation on the outcome of the Department's inquiry be returned to the offender.
 - iv. A database, however, will be kept to track these complaints and will be used to show problems and trends, and to recommend systematic improvements.

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2. A Bureau of Correctional Healthcare Services Tracking Number is assigned to any complaint inputted into this system.
3. Assigned BCHS staff will review incoming complaint correspondence, related to inmate healthcare, mental healthcare or substance abuse treatment
4. BCHS staff may then request, from the appropriate Vendor, an update on the identified offender's care, condition, treatment plan or other circumstances surrounding his or her health. A more detailed investigation may also be undertaken if deemed warranted.
5. The Vendor staff will respond in writing to the BCHS, in response to each such request, within seven days for standard inquiry and within 24 hours for an inquiry deemed an emergency or priority.
6. Any follow-up information necessary in answering these complaints will be provided to the BCHS within 72 hours of the request.
7. The results of these inquiries will be retained in the tracking data base, along with a copy to a BCHS file.
8. Any recommendations, or follow-up services, will be monitored by the Vendor providers until completion of care.

Approval:

Date of Policy/Revision	BCHS Bureau Chief, James Welch, RN, HNB-BC	Date	DOC Medical Director, Spencer Epps, MD, MBA	Date
8/30/11		8/25/11		8/25/11